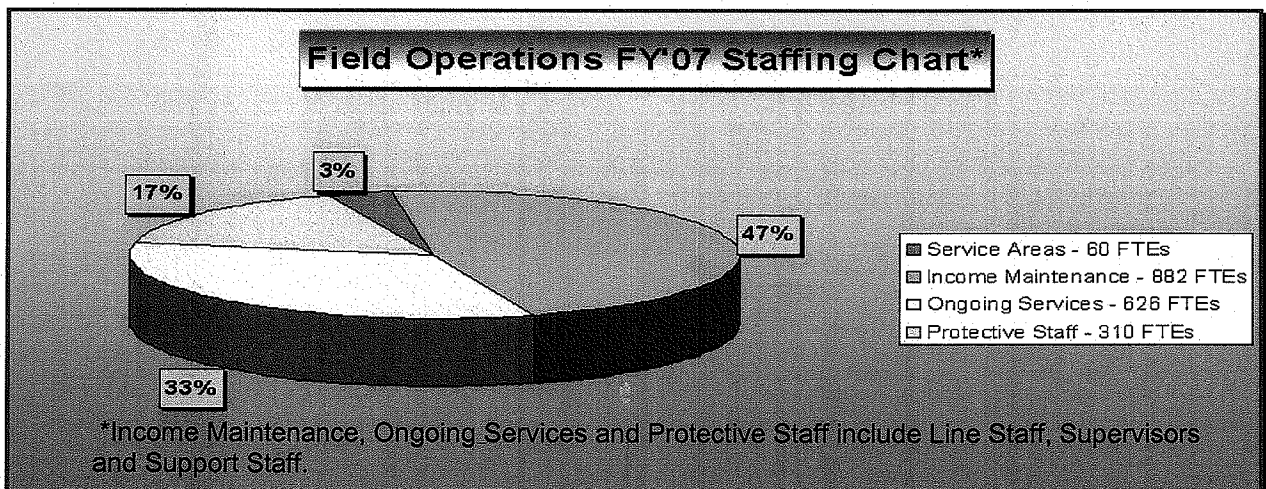


DHS Field Operations

DHS provides a variety of financial assistance programs and social services through offices in each of the 99 counties. 65 counties have full time offices and 34 counties are only open at designated times and/or by appointment. These offices are configured into 8 service areas and are collectively referred to as Field Operations.

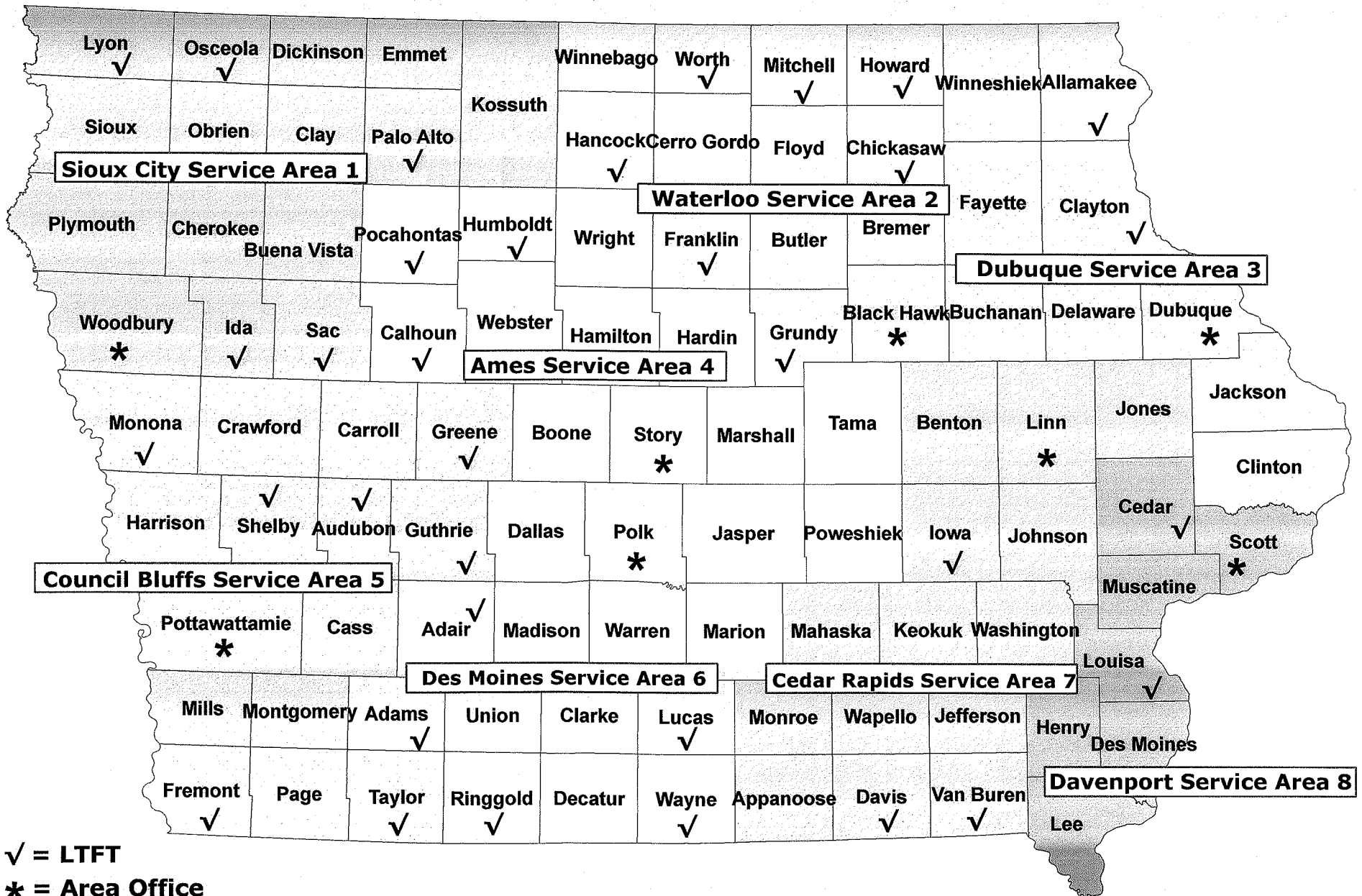
Field Operations staff have the following primary responsibilities

- Determination of Benefit Eligibility for Food Stamps, Family Investment Program, Medicaid and Child Care
 - In FY06, an average of 683 Income maintenance workers determined initial and ongoing eligibility for children, families, and adults who needed assistance in meeting basic needs for food, clothing, shelter, medical care, and child care.
 - In FY 06 398,064 persons received a total of \$2.467B worth of benefits:
 - Financial Investment Program - \$74 M
 - Title 19 Medicaid Assistance - \$2.467B
 - Food Assistance - \$240M
 - Child Care Assistance - \$62M
- Children and Adult Protective Services
 - In FY06, an average of 214 social worker assessment staff conducted 27,568 child and adult protective assessments to determine if children or dependent adults had been abused or neglected or were at risk of abuse or neglect.
 - Each assessment worker averaged 11 assessments per month. Note the Child Welfare League of America standard is 10-12 assessments per month.
 - Provision of Ongoing Child Welfare and Other Services
 - In FY06 an average of 447 social workers with ongoing service cases worked with private providers, communities, families, and children to assess, deliver, and monitor care needs for at-risk children and adults. These employees also monitored regulatory compliance for foster homes and child care providers.
 - In FY06 Field Operations provided services to 17,889 children in child welfare services.
 - The average number of cases per worker was 108; this includes the full range of services noted above. The average number of child welfare cases per worker is 44 children/cases. (Note: The Child Welfare League of America standard is 15-18 children/cases.)



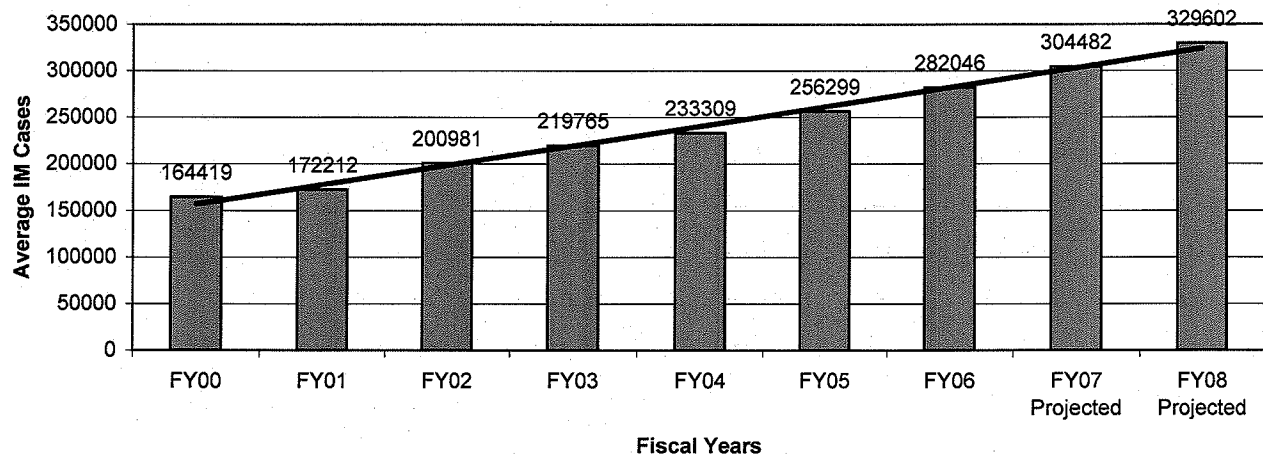
FIELD OPERATIONS

January 2007

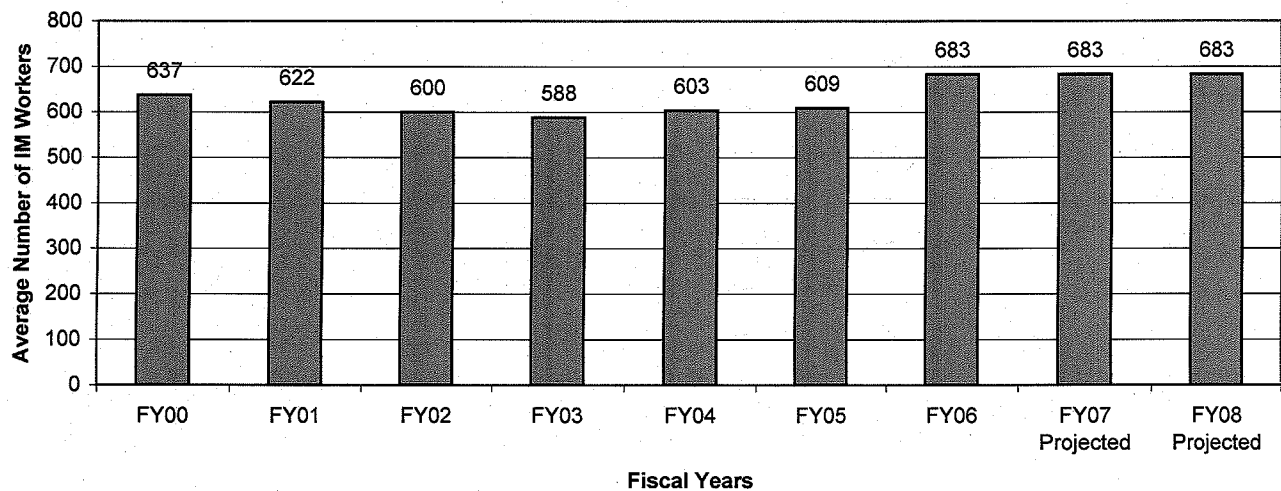


DHS Field Operations

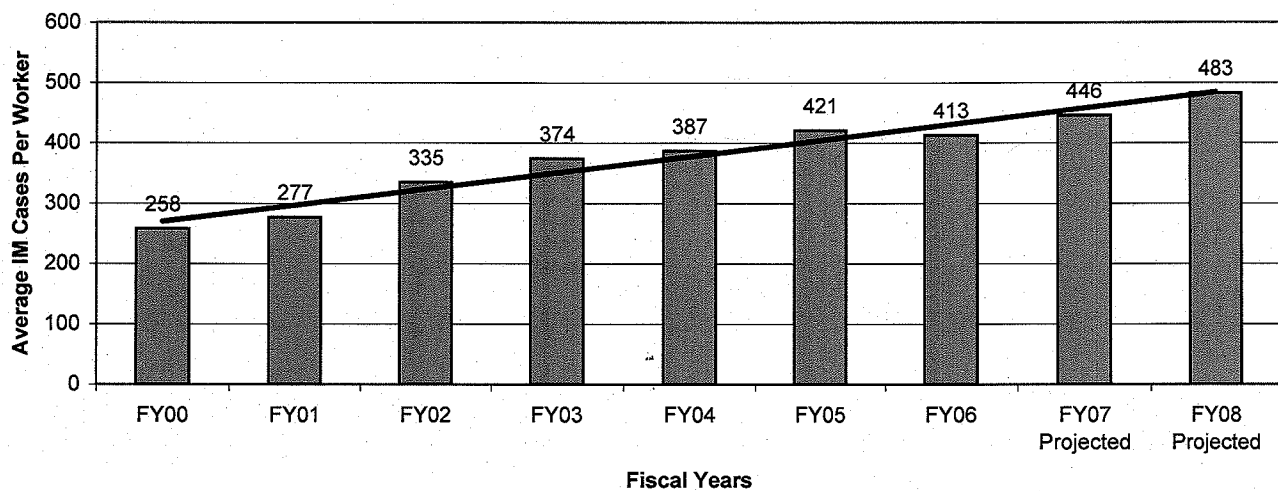
Average Total Income Maintenance (IM) Cases



Average Income Maintenance (IM) Workers



Average Income Maintenance (IM) Cases Per Worker



Department of Human Services Field Operations

Iowa DHS is committed to providing quality services to children served in the Child Welfare System.

The federal government has developed standards for Child Welfare Systems and beginning in 2001 began its review of individual state performance in providing Child Welfare Services. This review is called the Child and Family Service Review (CFSR). During this review information and data is gathered on all aspects of the Child Welfare System to determine state strengths and areas for improvement. The data is collected on outcomes as well as systemic factors (e.g., training). In May 2003 the federal government conducted Iowa's CFSR. In brief, Iowa exceeded the federal benchmark for some outcome and systemic factors; and like all 49 other states, Iowa had areas in which standards were not met. As a result, DHS prepared and has implemented a Program Improvement Plan to address areas of noncompliance.

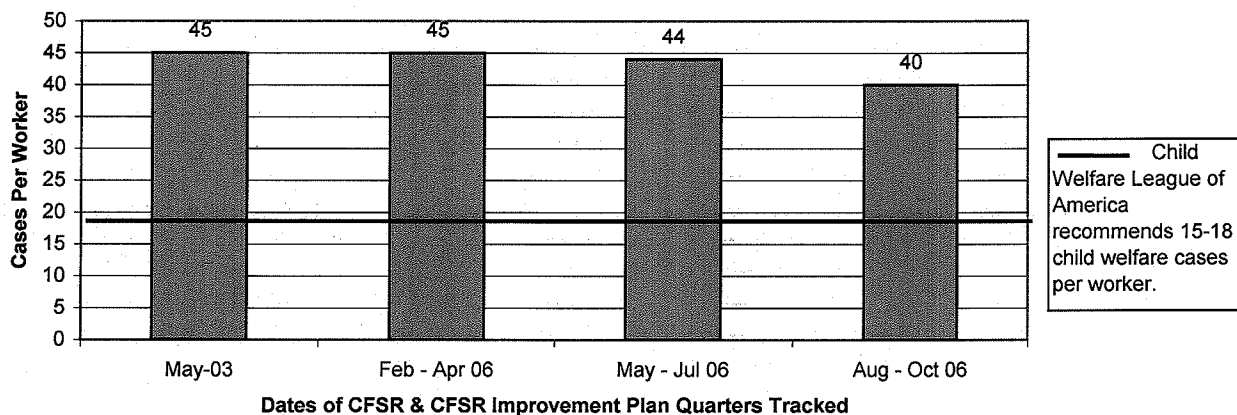
One of the areas in which DHS did not meet performance standards pertained to monthly child visits. The Federal standard in the initial CFSR was that 90% of children should have monthly visits. In May, 2003, DHS performance was 10%. The Federal Government does not count visits by providers of purchased services as meeting this requirement: it must be the Child Welfare worker responsible for the overall case. In the next round of CFSR, the federal standard will be 95%.

DHS took two major steps to improve this specific performance expectation: First we implemented a formal quality assurance process for all aspects of the Child Welfare work which included review and focus on worker visits with children. Secondly, Field Operations redeployed 33 FTE social work staff from adult work to child welfare work. These actions were possible because the implementation of Medicaid Case Management Services for the Elderly Waiver which transferred this function to other entities, and county assumption of the management of the State Payment Program cases. As a result of these and other steps, the number of monthly visits with children has increased from 10% in May 2003 to 52% last month.

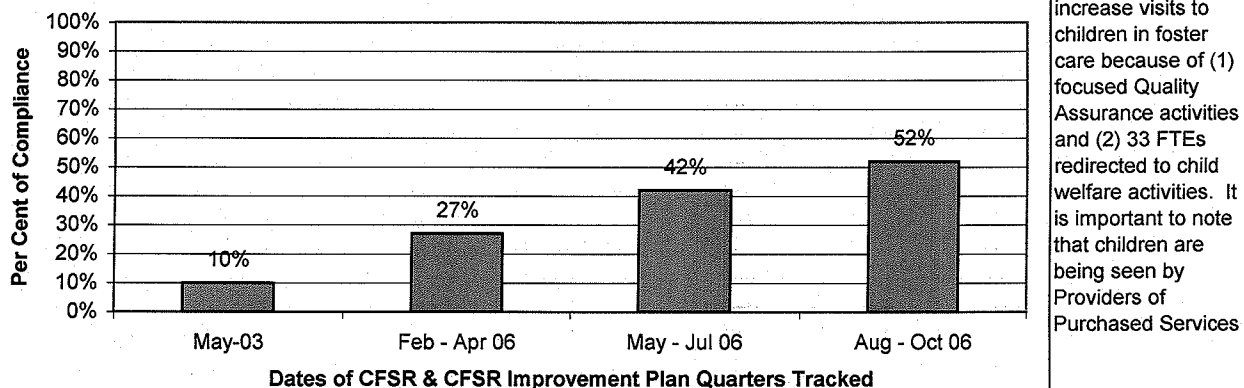
In order to meet the 95% standard, DHS will continue to focus on improvement with existing staff; however additional staff will be necessary. Based on projected caseloads, we estimate that for every 10 Social Workers added we will increase the percent of children being visited by 9% or 1,351 children per month. The attachment shows the impact of increased staffing. Please note that these numbers do not include additional clinical supervisory and support staff that at some juncture would also be necessary to support the addition of significant numbers of new staff.

DHS Field Operations

Child Welfare Cases Per Worker At Time of Child & Family Service Review (CFSR) & During CFSR Improvement Plan



Per Cent of Children Visited by DHS Social Workers Every 30 Days



GOAL: To Increase the Per Cent of Child Welfare Children Being Visited by a DHS Worker Every 30 Days

